

Helpdesk Expert Users Guide

Version 1.1



User Login

Password

[Register For a New Account](#) | [Retrieve Lost Password](#)

Helpdesk Expert is web based problem tracking software where users can create, update, and check the status of their help desk tickets. This application is accessible by any computer with a HTML 3.0+ compliant browser, including Microsoft Internet Explorer, Netscape and Firefox browsers. Users must sign up for an account in order to create, update, and track the status of their tickets. The following document is a quick startup guide for first time users.


1. Enter <https://helpdesk.dpi.wi.gov/user.html> in your internet browser to bring up the Helpdesk Expert login screen. Then click on Register for a new account. *If you already have a Helpdesk account, login and skip to step 4.*

HelpDesk Expert for IT Support - User Login Window - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print

Address <http://helpdesk.dpi.wi.gov/scripts/up.exe?AIMACTION=vlogin&skey=NOKEY&> Go

 **WISCONSIN**
DEPARTMENT OF PUBLIC INSTRUCTION

User Login

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Login Clear

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Internet

2. Fill out all the required fields, then click on Go Create New Account.

http://helpdesk.dpi.wi.gov/scripts/up.exe?AIMACTION=vnewaccount&skey=NOKEY&enforce_color=ON&log - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print

Address http://helpdesk.dpi.wi.gov/scripts/up.exe?AIMACTION=vnewaccount&skey=NOKEY&enforce_color=ON&login.TITLE=User+Login Go

To create an account you will need to enter a login to identify yourself to the system. Choose a login name that is one word containing letters and/or numbers. It is recommended to use your first initial and last name. You may not use special characters. To authenticate your account, please choose a password for validation purposes. Your password can be any length and can contain any characters. It is recommended for security reasons that it be over 4 characters and contain both letters and numbers.

SECTION 1: USER

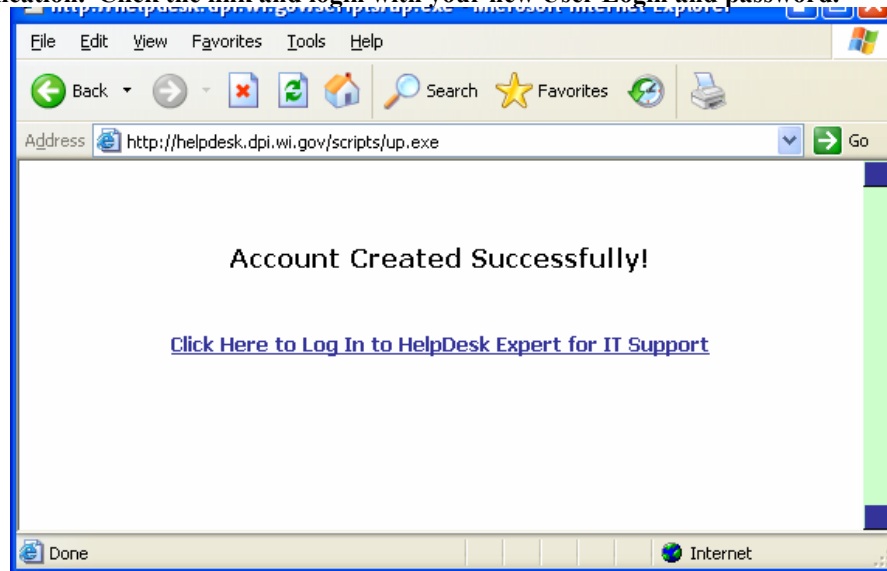
User Login*	<input type="text"/>
Password *	<input type="password"/>
Confirm Password*	<input type="password"/>
User Name*	<input type="text"/>
User Phone Number* (xxx-xxx-xxxx)	<input type="text"/>
User Phone Extension	<input type="text"/>
User Email*	<input type="text"/>
User Department	<input type="text"/>
User District*	<input type="text"/>

Go Create New Account Clear

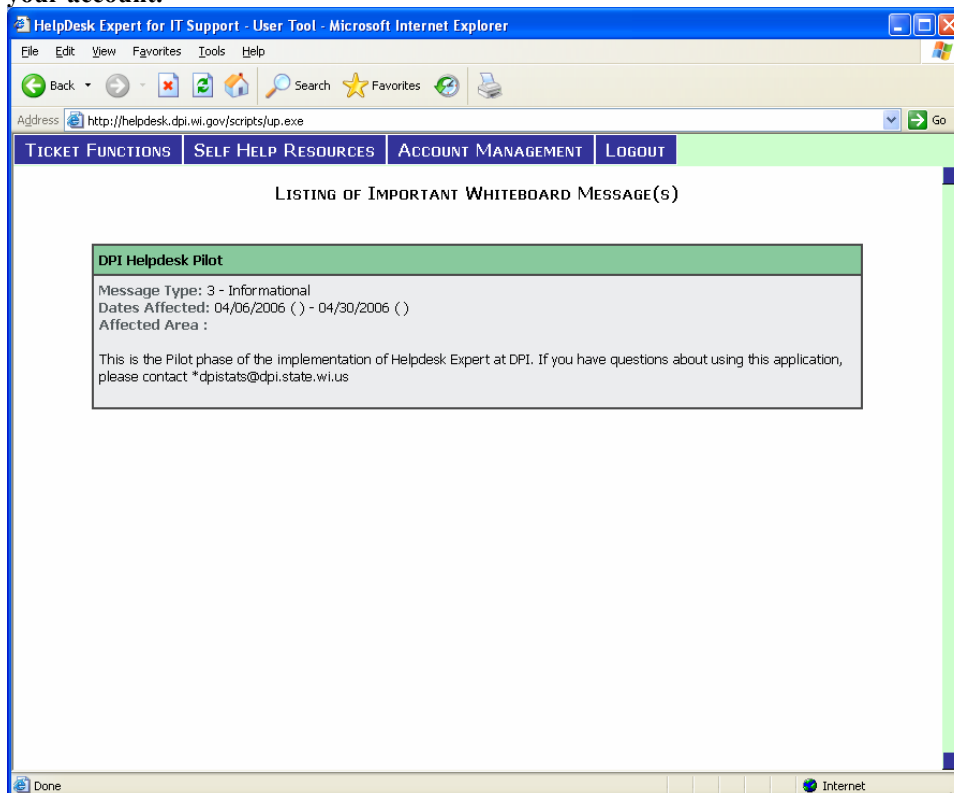
* - Indicates a required field.

Done Internet

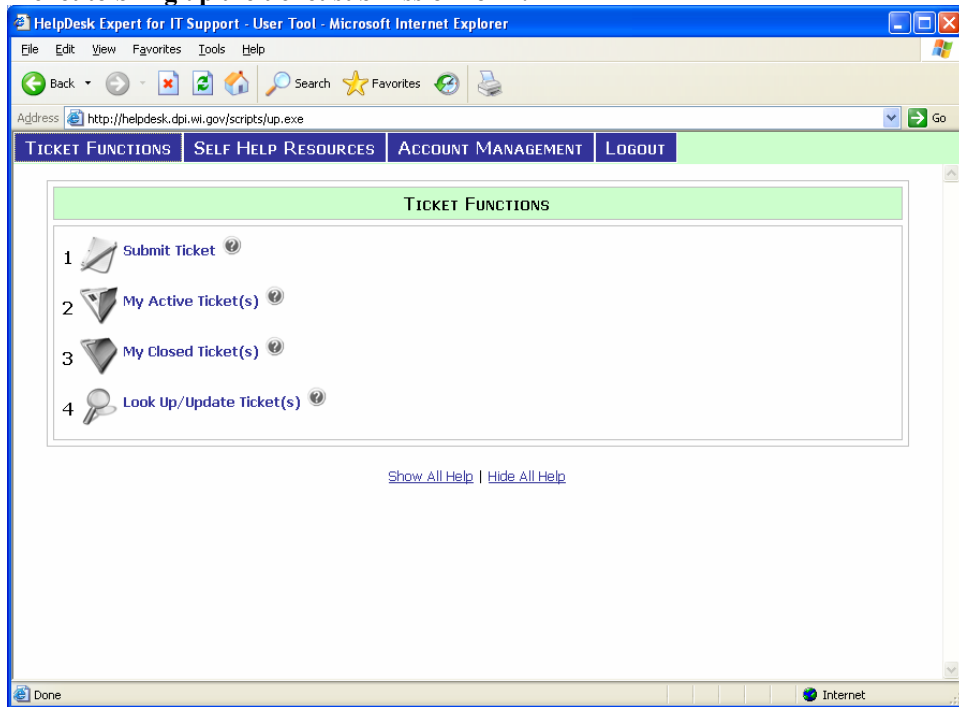
3. “Account Created Successfully” should be displayed along with a link to login to the application. Click the link and login with your new User Login and password.



4. Once you have successfully logged in, you will see a whiteboard message, if there is one available. If there is not a current whiteboard message, you will see a list of active tickets for your account.



5. Click on Ticket Functions from the menu bar at the top of the screen. Then click on Submit Ticket to bring up the ticket submission form.



6. Fill out all the required fields and any other relevant information. To attach a file to your ticket, expand the Attachments section and browse to the file(s) you would like to attach. Then Click Go Submit Ticket when you are finished entering information.

The screenshot shows the "Submit Ticket" form in the HelpDesk Expert for IT Support - User Tool. The form is divided into three sections: "SECTION 1: GENERAL", "SECTION 2: ATTACHMENTS", and "SECTION 3: USER".

SECTION 1: GENERAL

Associated Asset Record	No Asset Currently Associated : Click Here to Add/Change Asset Association		
Date Open	04/06/2006		
Category	Web Application		
Priority	1 - Critical		
Application Name	WSLS - Wisconsin Student Locator System		
Short Description	Cannot upload file		
Problem/Request/Activity			
File upload will not accept my file, please see attached file for more information.			
<input type="button" value="Spell Check"/>			

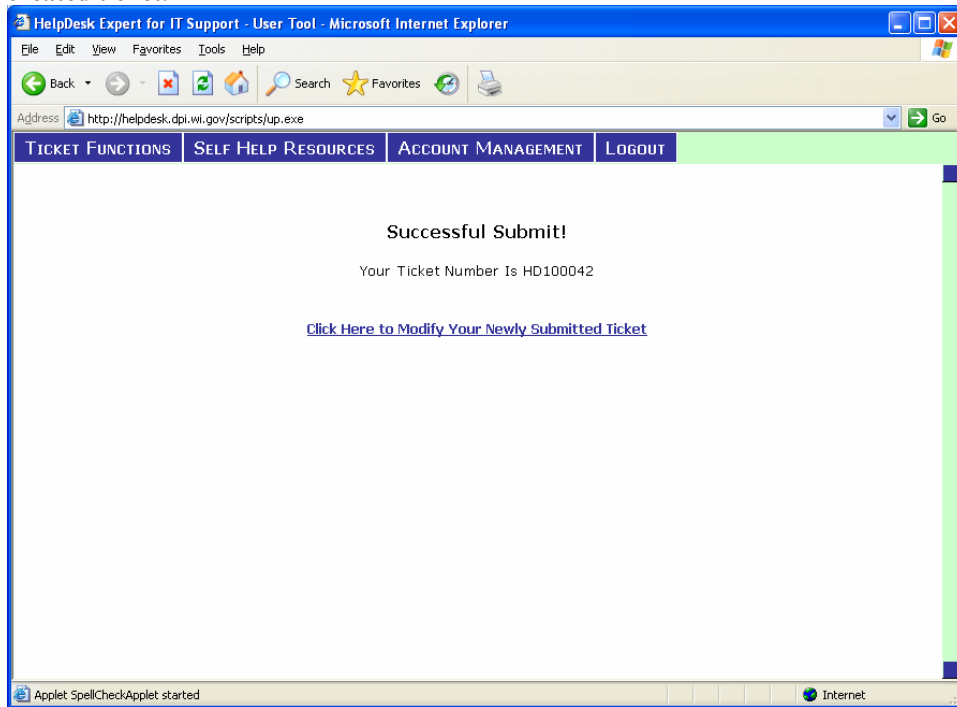
SECTION 2: ATTACHMENTS

Attachment 1 Description	WSLS XML Data file	C:\Documents and Settir	<input data-bbox="1036 1640 1101 1661" type="button" value="Browse..."/>
Attachment 2 Description			<input data-bbox="1036 1671 1101 1692" type="button" value="Browse..."/>
Attachment 3 Description			<input data-bbox="1036 1703 1101 1724" type="button" value="Browse..."/>
Attachment 4 Description			<input data-bbox="1036 1734 1101 1755" type="button" value="Browse..."/>
Attachment 5 Description			<input data-bbox="1036 1766 1101 1787" type="button" value="Browse..."/>

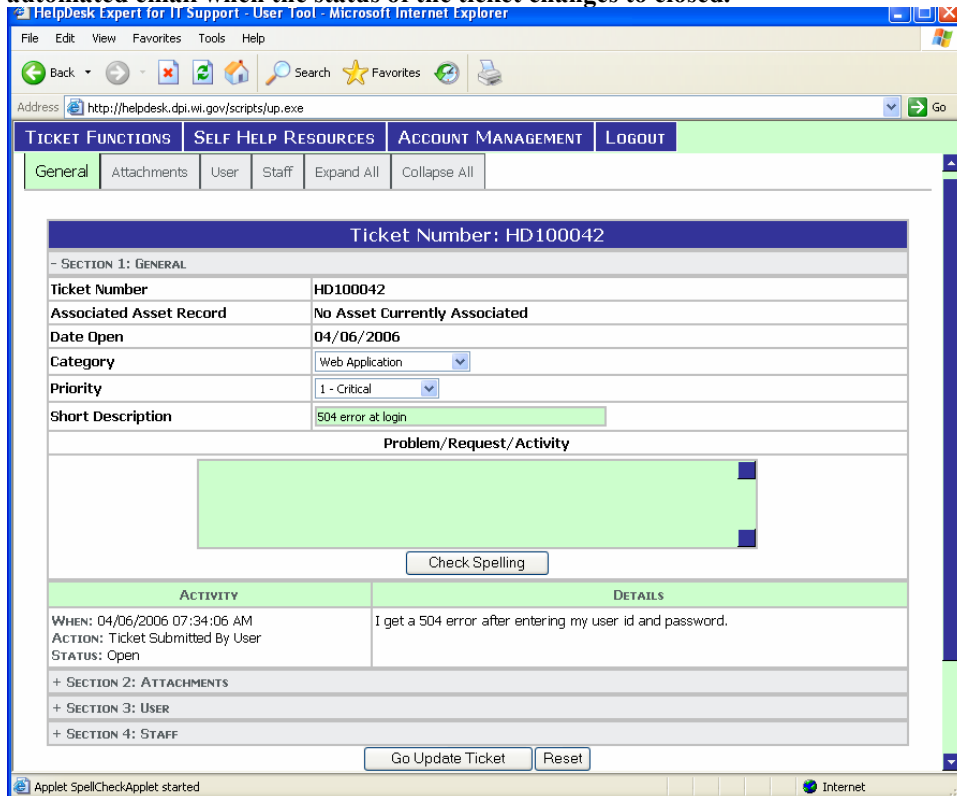
SECTION 3: USER

At the bottom of the browser window, a status bar shows "Applet SpellCheckApplet started" and "Internet".

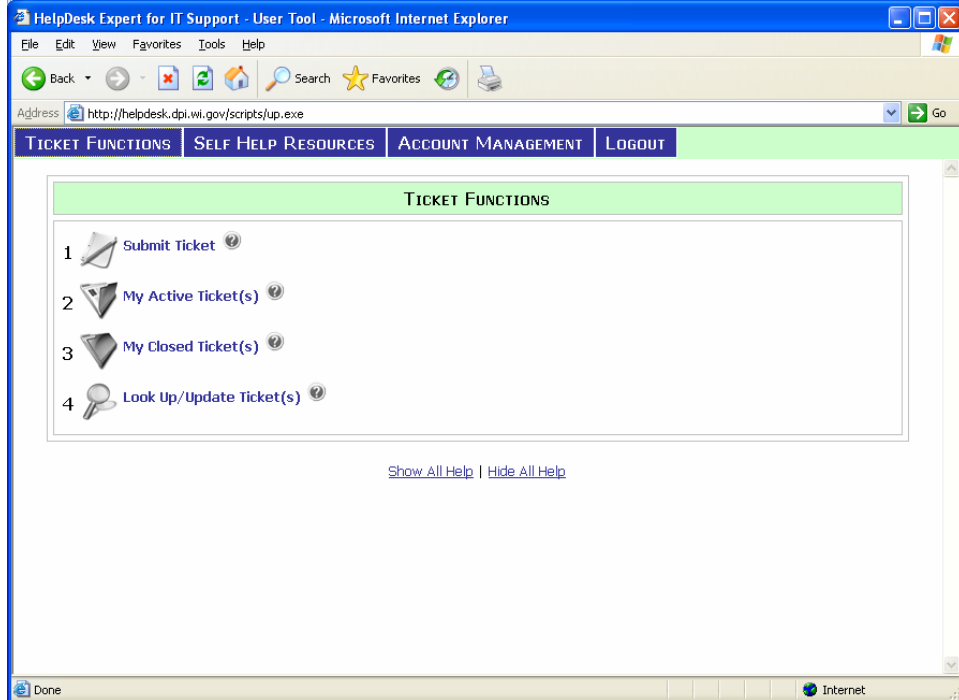
7. The results screen of a successful ticket submission. Click the link to review your newly created ticket.



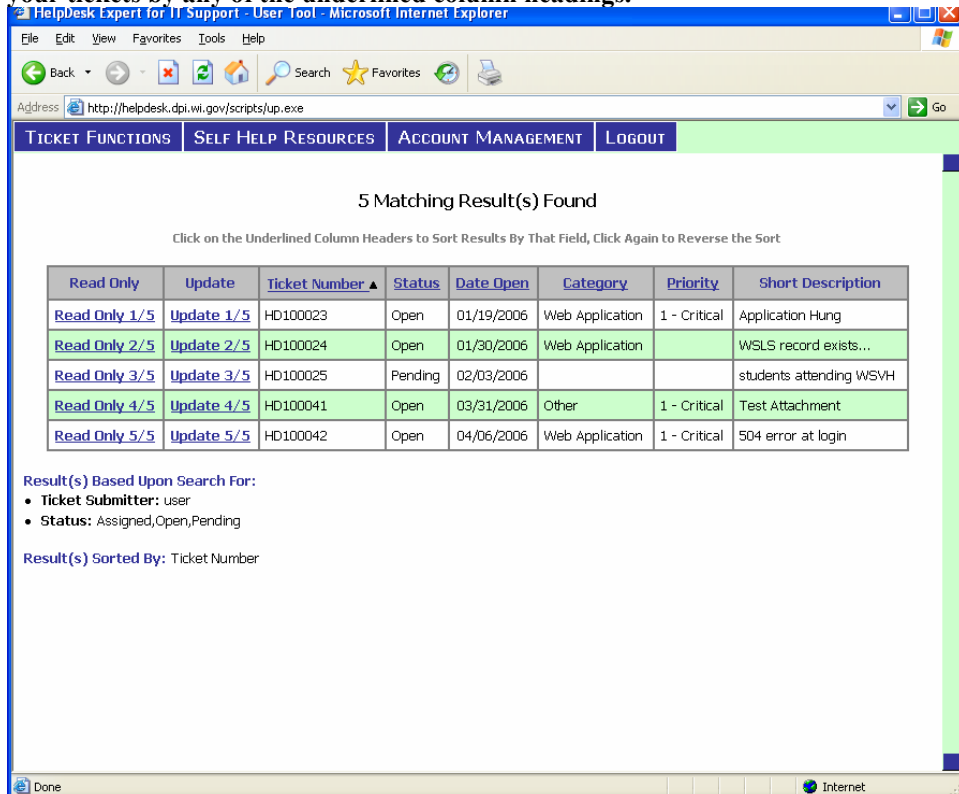
8. You may change or update ticket information at any time. You will receive a confirmation email stating that the new ticket has been entered into the helpdesk system. You will also get automated email when the status of the ticket changes to closed.



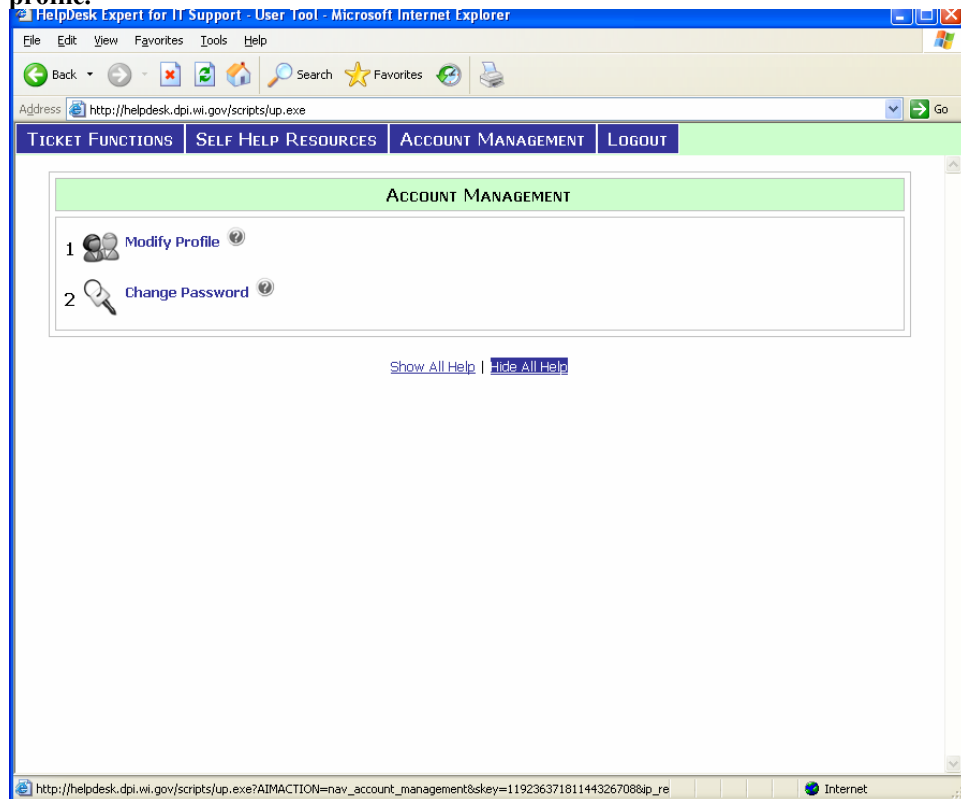
9. When you click on My Active Tickets, a screen showing all your active tickets in the status will be displayed. To view your closed tickets, click on My Closed Tickets. Closed ticket may be re-opened at any time by simply adding text in the Problem/Request/Activity field.



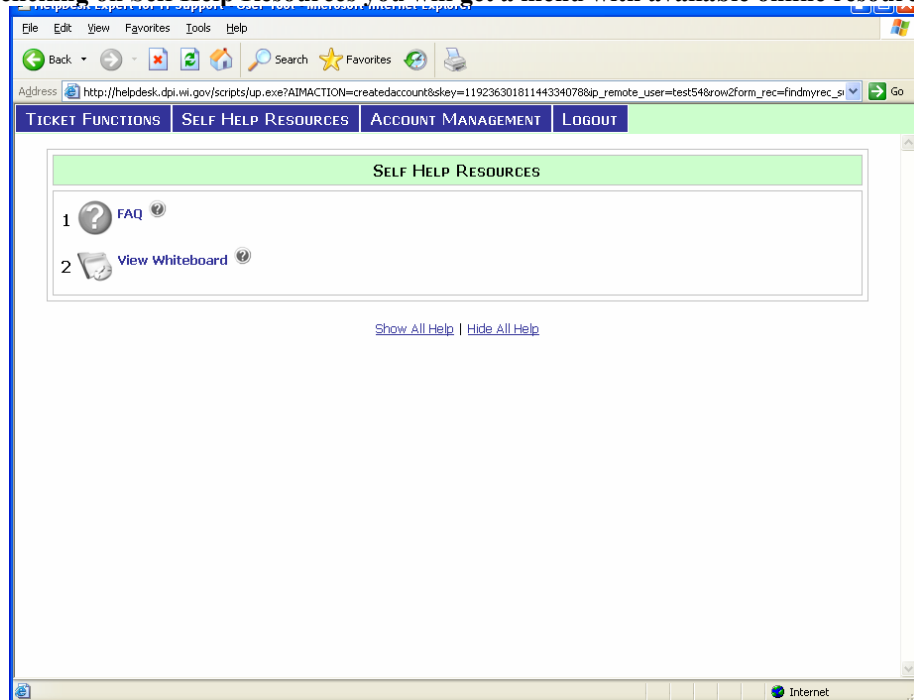
10. From this screen you may review, or update any of your tickets displayed. You may also sort your tickets by any of the underlined column headings.



11. Click on the Account Management menu item to change your password or modify your profile.



12. By clicking on Self Help Resources you will get a menu with available online resources.



13. Hitting the logout option will return you to the login screen.

